

Enterprise Incident Report October 2012

As of 11/1/2012

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
Health	Application Services	Dustin Crump	0 0	0 0	4 0	0 0	4 0
		Terry Forsgren	0 0	0 0	7 0	0 0	7 0
		Tony Larsen	0 0	1 0	14 0	0 0	15 0
		Assigned to Individual Total	0 0	1 0	25 0	0 0	26 0
	Application Support - IVR	Clay Peacock	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - LIMS	Richard Kurzban	0 0	0 0	1 1	0 0	1 1
		Steven Tuttle	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Application Support - Oracle	Jill Everett	0 0	0 0	1 0	0 0	1 0
		Ryan Nicol	0 0	0 0	3 0	0 0	3 0

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			Critical	High	Low	Medium	FCR Total
Health	Application Support - Oracle	Tony Hess	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Application Support - WIC	Matthew Earl	0 0	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	0 0	2 2	0 0	2 2
	Billing	Kristen Mar	0 0	0 0	1 0	0 0	1 0
		Sara Brown	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Campus Networking	Jordy Davis	0 0	0 0	4 3	0 0	4 3
		Tim King	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	5 3	0 0	5 3
	Capitol Hosting	Curtis Parker	0 0	0 0	1 0	0 0	1 0
		Dale Hicks	0 0	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	0 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	2 0	0 0	3 0

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			Critical	High	Low	Medium	FCR Total
Health	Contracts	Laura Larsen	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Database Services	Sandy Sheppick	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	2	0	2
			0	0	0	0	0
	Fleet Administration	Amanda Ronan	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	15	0	15
			0	0	15	0	15
		Dawn Wayment	0	0	1	0	1
			0	0	0	0	0
		Eileen Dubach	0	0	3	0	3
			0	0	3	0	3
		James Stearns	0	0	9	0	9
			0	0	9	0	9
		Julie VanBeekum	0	0	6	0	6
			0	0	6	0	6
		Vicky Marrelli	0	0	9	0	9
			0	0	7	0	7
		Assigned to Individual Total	0	0	43	0	43
			0	0	40	0	40
	Mainframe Systems Support	Greg Shoop	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Health	Mainframe Systems Support	Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro A Help Desk	Ed Conrad	0	0	2	0	2
			0	0	2	0	2
		Edward Fortner	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
			0	0	3	0	3
	Metro B Desktop Support	Cindy Reed	0	0	1	0	1
			0	0	0	0	0
		Jay Locker	0	0	1	0	1
			0	0	0	0	0
		Mike Wilde	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	5	0	5
			0	0	0	0	0
	Metro B Help Desk	Gary Graham	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Metro C West Desktop Support	Brian Bobo	0	0	1	0	1
			0	0	1	0	1
		Cody Flanders	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Health	Metro C West Desktop Support	Assigned to Individual Total	0	0	2	0	2
			0	0	1	0	1
	Metro D Desktop Support	Eldon Jenson	0	0	32	0	32
			0	0	6	0	6
		Michael Schmidt	0	0	27	0	27
			0	0	0	0	0
		Philip Henderson	0	0	46	0	46
			0	0	19	0	19
		Steve Gibb	0	0	26	0	26
			0	0	4	0	4
		Tina West	0	0	32	0	32
			0	0	0	0	0
		Assigned to Individual Total	0	0	163	0	163
			0	0	29	0	29
	Metro D Help Desk	Doug Brown	0	0	83	1	84
			0	0	61	0	61
		Jed Patrick	0	0	18	0	18
			0	0	11	0	11
		John Robinson	0	0	47	0	47
			0	0	38	0	38
		Matthew Earl	0	0	7	0	7
			0	0	6	0	6
		Assigned to Individual Total	0	0	155	1	156
			0	0	116	0	116
	Metro D Hosting	David Hert	1	1	5	0	7
			1	1	0	0	2
		Donny Ford	0	0	2	0	2
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Health	Metro D Hosting	Matt Hayden	0	0	2	0	2
			0	0	0	0	0
		None	0	0	1	0	1
			0	0	0	0	0
		Sean McMillan	0	0	2	0	2
			0	0	0	0	0
	Network Operations	Steven Haderlie	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	1	1	15	0	17
			1	1	0	0	2
		Jesse Fausett	0	0	1	0	1
			0	0	0	0	0
	Operations Production Control	Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
		Cal Brinton	0	0	19	0	19
			0	0	0	0	0
		Christie Burnham	0	0	7	0	7
			0	0	3	0	3
	Rural Central Desktop Support	Duane Hardy	0	0	44	0	44
			0	0	15	0	15
		Assigned to Individual Total	0	0	70	0	70
			0	0	18	0	18
		Paul Petersen	0	0	1	0	1
			0	0	0	0	0
	Rural Central Desktop Support	Rod Montoya	0	0	2	0	2
			0	0	2	0	2
		Ron LeBaron	0	0	1	0	1
			0	0	1	0	1

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			Critical	High	Low	Medium	FCR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0	0	4	0	4
			0	0	3	0	3
	Rural North Desktop Support	Don Higgs	0	0	2	0	2
			0	0	2	0	2
		Ruston McKay	0	0	7	0	7
			0	0	7	0	7
		Wayne Higgs	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	10	0	10
			0	0	9	0	9
	Technical Lead/Project Manager	Martin Gonzalez	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Voice Engineering	Julie Johnson	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Gail Christiansen	0	0	2	0	2
			0	0	0	0	0
		James Gifford	0	0	7	0	7
			0	0	1	0	1
		Julie Sabato	0	0	2	0	2
			0	0	0	0	0
		Leon Owen	0	0	1	0	1
			0	0	0	0	0
		Romanza Hamblin Sorensen	0	0	6	0	6
			0	0	5	0	5

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			Critical	High	Low	Medium	FCR Total
Health	Voice Operations	Assigned to Individual Total	0 0	0 0	18 6	0 0	18 6
	Voice/Data/WAN Services	Craig Thompson	0 0	0 0	1 1	0 0	1 1
		Mark Thomas	0 0	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	0 0	1 0	1 0	2 0
		T Artis	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	5 1	1 0	6 1
	Assigned Group Total		2 1	2 1	547 234	2 0	553 236
	Customer Company Total		2 1	2 1	547 234	2 0	553 236

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Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Health	Application Services	Dustin Crump	0 0	0 0	4 0	0 0	4 0
		Terry Forsgren	0 0	0 0	7 1	0 0	7 1
		Tony Larsen	0 0	1 0	14 5	0 0	15 5
		Assigned to Individual Total	0 0	1 0	25 6	0 0	26 6
	Application Support - IVR	Clay Peacock	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - LIMS	Richard Kurzban	0 0	0 0	1 1	0 0	1 1
		Steven Tuttle	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	2 2	0 0	2 2
	Application Support - Oracle	Jill Everett	0 0	0 0	1 0	0 0	1 0
		Ryan Nicol	0 0	0 0	3 2	0 0	3 2

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			Critical	High	Low	Medium	MIR Total
Health	Application Support - Oracle	Tony Hess	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	0 0	6 3	0 0	6 3
	Application Support - WIC	Matthew Earl	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Billing	Kristen Mar	0 0	0 0	1 0	0 0	1 0
		Sara Brown	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Campus Networking	Jordy Davis	0 0	0 0	4 3	0 0	4 3
		Tim King	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	5 4	0 0	5 4
	Capitol Hosting	Curtis Parker	0 0	0 0	1 0	0 0	1 0
		Dale Hicks	0 0	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	0 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	2 0	0 0	3 0

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			Critical	High	Low	Medium	MIR Total
Health	Contracts	Laura Larsen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Database Services	Sandy Sheppick	0 0	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	0 0	2 2	0 0	2 2
	Fleet Administration	Amanda Ronan	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	0 0	15 0	0 0	15 0
		Dawn Wayment	0 0	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	0 0	3 0	0 0	3 0
		James Stearns	0 0	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	0 0	43 0	0 0	43 0
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Health	Mainframe Systems Support	Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	0 0	0 0	2 0	0 0	2 0
		Edward Fortner	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Cindy Reed	0 0	0 0	1 0	0 0	1 0
		Jay Locker	0 0	0 0	1 0	0 0	1 0
		Mike Wilde	0 0	0 0	1 0	0 0	1 0
		Sean Chadbourne	0 0	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0
	Metro B Help Desk	Gary Graham	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Brian Bobo	0 0	0 0	1 0	0 0	1 0
		Cody Flanders	0 0	0 0	1 1	0 0	1 1

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			Critical	High	Low	Medium	MIR Total
Health	Metro C West Desktop Support	Assigned to Individual Total	0	0	2	0	2
			0	0	1	0	1
	Metro D Desktop Support	Eldon Jenson	0	0	32	0	32
			0	0	5	0	5
		Michael Schmidt	0	0	27	0	27
			0	0	1	0	1
		Philip Henderson	0	0	46	0	46
			0	0	2	0	2
		Steve Gibb	0	0	26	0	26
			0	0	0	0	0
		Tina West	0	0	32	0	32
			0	0	3	0	3
		Assigned to Individual Total	0	0	163	0	163
			0	0	11	0	11
	Metro D Help Desk	Doug Brown	0	0	83	1	84
			0	0	4	0	4
		Jed Patrick	0	0	18	0	18
			0	0	0	0	0
		John Robinson	0	0	47	0	47
			0	0	0	0	0
		Matthew Earl	0	0	7	0	7
			0	0	0	0	0
		Assigned to Individual Total	0	0	155	1	156
			0	0	4	0	4
	Metro D Hosting	David Hert	1	1	5	0	7
			0	0	2	0	2
		Donny Ford	0	0	2	0	2
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Health	Metro D Hosting	Matt Hayden	0 0	0 0	2 0	0 0	2 0
		None	0 0	0 0	1 1	0 0	1 1
		Sean McMillan	0 0	0 0	2 0	0 0	2 0
		Steven Haderlie	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	1 0	1 0	15 3	0 0	17 3
	Network Operations	Jesse Fausett	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	19 0	0 0	19 0
		Christie Burnham	0 0	0 0	7 1	0 0	7 1
		Duane Hardy	0 0	0 0	44 2	0 0	44 2
		Assigned to Individual Total	0 0	0 0	70 3	0 0	70 3
	Rural Central Desktop Support	Paul Petersen	0 0	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	0 0	2 0	0 0	2 0
		Ron LeBaron	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Rural North Desktop Support	Don Higgs	0	0	2	0	2
			0	0	0	0	0
		Ruston McKay	0	0	7	0	7
			0	0	0	0	0
		Wayne Higgs	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	10	0	10
			0	0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Voice Engineering	Julie Johnson	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Gail Christiansen	0	0	2	0	2
			0	0	0	0	0
		James Gifford	0	0	7	0	7
			0	0	0	0	0
		Julie Sabato	0	0	2	0	2
			0	0	0	0	0
		Leon Owen	0	0	1	0	1
			0	0	0	0	0
		Romanza Hamblin Sorensen	0	0	6	0	6
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Health	Voice Operations	Assigned to Individual Total	0 0	0 0	18 0	0 0	18 0
	Voice/Data/WAN Services	Craig Thompson	0 0	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	0 0	1 0	1 0	2 0
		T Artis	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	5 0	1 0	6 0
	Assigned Group Total		2 0	2 0	547 40	2 0	553 40
	Customer Company Total		2 0	2 0	547 40	2 0	553 40

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				ATTIR Total
			Critical	High	Low	Medium	
Health	Application Services	Dustin Crump	0 0.00	0 0.00	4 0.29	0 0.00	4 0.29
		Terry Forsgren	0 0.00	0 0.00	7 0.57	0 0.00	7 0.57
		Tony Larsen	0 0.00	1 0.76	14 0.77	0 0.00	15 0.76
		Assigned to Individual Total	0 0.00	1 0.76	25 0.63	0 0.00	26 0.64
	Application Support - IVR	Clay Peacock	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
	Application Support - LIMS	Richard Kurzban	0 0.00	0 0.00	1 5.76	0 0.00	1 5.76
		Steven Tuttle	0 0.00	0 0.00	1 5.78	0 0.00	1 5.78
		Assigned to Individual Total	0 0.00	0 0.00	2 5.77	0 0.00	2 5.77
	Application Support - Oracle	Jill Everett	0 0.00	0 0.00	1 0.48	0 0.00	1 0.48
		Ryan Nicol	0 0.00	0 0.00	3 2.57	0 0.00	3 2.57

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			Critical	High	Low	Medium	ATTIR Total
Health	Application Support - Oracle	Tony Hess	0 0.00	0 0.00	2 1.12	0 0.00	2 1.12
		Assigned to Individual Total	0 0.00	0 0.00	6 1.74	0 0.00	6 1.74
	Application Support - WIC	Matthew Earl	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Billing	Kristen Mar	0 0.00	0 0.00	1 0.12	0 0.00	1 0.12
		Sara Brown	0 0.00	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	0 0.00	2 0.25	0 0.00	2 0.25
	Campus Networking	Jordy Davis	0 0.00	0 0.00	4 38.30	0 0.00	4 38.30
		Tim King	0 0.00	0 0.00	1 231.13	0 0.00	1 231.13
		Assigned to Individual Total	0 0.00	0 0.00	5 76.87	0 0.00	5 76.87
	Capitol Hosting	Curtis Parker	0 0.00	0 0.00	1 0.26	0 0.00	1 0.26
		Dale Hicks	0 0.00	0 0.00	1 0.43	0 0.00	1 0.43
		Jake Vandenberghe	1 0.00	0 0.00	0 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	2 0.34	0 0.00	3 0.23

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			Critical	High	Low	Medium	ATTIR Total
Health	Contracts	Laura Larsen	0 0.00	0 0.00	1 0.86	0 0.00	1 0.86
		Assigned to Individual Total	0 0.00	0 0.00	1 0.86	0 0.00	1 0.86
	Database Services	Sandy Sheppick	0 0.00	0 0.00	2 3.53	0 0.00	2 3.53
		Assigned to Individual Total	0 0.00	0 0.00	2 3.53	0 0.00	2 3.53
	Fleet Administration	Amanda Ronan	0 0.00	0 0.00	1 3.88	0 0.00	1 3.88
		Assigned to Individual Total	0 0.00	0 0.00	1 3.88	0 0.00	1 3.88
	Help Desk	Brenda Treadway	0 0.00	0 0.00	15 0.07	0 0.00	15 0.07
		Dawn Wayment	0 0.00	0 0.00	1 0.44	0 0.00	1 0.44
		Eileen Dubach	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		James Stearns	0 0.00	0 0.00	9 0.01	0 0.00	9 0.01
		Julie VanBeekum	0 0.00	0 0.00	6 0.02	0 0.00	6 0.02
		Vicky Marrelli	0 0.00	0 0.00	9 0.03	0 0.00	9 0.03
		Assigned to Individual Total	0 0.00	0 0.00	43 0.05	0 0.00	43 0.05
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.79	0 0.00	1 0.79

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Health

			Critical	High	Low	Medium	ATTIR Total
Health	Mainframe Systems Support	Assigned to Individual Total	0 0.00	0 0.00	1 0.79	0 0.00	1 0.79
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Edward Fortner	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	0 0.00	3 0.06	0 0.00	3 0.06
	Metro B Desktop Support	Cindy Reed	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Locker	0 0.00	0 0.00	1 0.83	0 0.00	1 0.83
		Mike Wilde	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Sean Chadbourne	0 0.00	0 0.00	1 0.82	0 0.00	1 0.82
		Tyler Pearce	0 0.00	0 0.00	1 0.55	0 0.00	1 0.55
		Assigned to Individual Total	0 0.00	0 0.00	5 0.44	0 0.00	5 0.44
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C West Desktop Support	Brian Bobo	0 0.00	0 0.00	1 0.47	0 0.00	1 0.47
		Cody Flanders	0 0.00	0 0.00	1 1.20	0 0.00	1 1.20

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Health

			Critical	High	Low	Medium	ATTIR Total
Health	Metro C West Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	2 0.83	0 0.00	2 0.83
	Metro D Desktop Support	Eldon Jenson	0 0.00	0 0.00	32 0.44	0 0.00	32 0.44
		Michael Schmidt	0 0.00	0 0.00	27 0.44	0 0.00	27 0.44
		Philip Henderson	0 0.00	0 0.00	46 0.30	0 0.00	46 0.30
		Steve Gibb	0 0.00	0 0.00	26 0.31	0 0.00	26 0.31
		Tina West	0 0.00	0 0.00	32 0.41	0 0.00	32 0.41
		Assigned to Individual Total	0 0.00	0 0.00	163 0.37	0 0.00	163 0.37
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	83 0.10	1 0.26	84 0.10
		Jed Patrick	0 0.00	0 0.00	18 0.05	0 0.00	18 0.05
		John Robinson	0 0.00	0 0.00	47 0.04	0 0.00	47 0.04
		Matthew Earl	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Assigned to Individual Total	0 0.00	0 0.00	155 0.07	1 0.26	156 0.07
	Metro D Hosting	David Hert	1 0.39	1 0.12	5 4.70	0 0.00	7 3.43
		Donny Ford	0 0.00	0 0.00	2 0.13	0 0.00	2 0.13

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Health

			Critical	High	Low	Medium	ATTIR Total
Health	Metro D Hosting	Matt Hayden	0 0.00	0 0.00	2 0.33	0 0.00	2 0.33
		None	0 0.00	0 0.00	1 2.32	0 0.00	1 2.32
		Sean McMillan	0 0.00	0 0.00	2 0.34	0 0.00	2 0.34
		Steven Haderlie	0 0.00	0 0.00	3 0.19	0 0.00	3 0.19
		Assigned to Individual Total	1 0.39	1 0.12	15 1.87	0 0.00	17 1.68
	Network Operations	Jesse Fausett	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	19 0.33	0 0.00	19 0.33
		Christie Burnham	0 0.00	0 0.00	7 0.25	0 0.00	7 0.25
		Duane Hardy	0 0.00	0 0.00	44 0.24	0 0.00	44 0.24
		Assigned to Individual Total	0 0.00	0 0.00	70 0.27	0 0.00	70 0.27
	Rural Central Desktop Support	Paul Petersen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Rod Montoya	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Ron LeBaron	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Health

			Critical	High	Low	Medium	ATTIR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
	Rural North Desktop Support	Don Higgs	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Wayne Higgs	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	10 0.00	0 0.00	10 0.00
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
	Voice Engineering	Julie Johnson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	2 0.08	0 0.00	2 0.08
		James Gifford	0 0.00	0 0.00	7 0.28	0 0.00	7 0.28
		Julie Sabato	0 0.00	0 0.00	2 0.79	0 0.00	2 0.79
		Leon Owen	0 0.00	0 0.00	1 0.45	0 0.00	1 0.45
		Romanza Hamblin Sorensen	0 0.00	0 0.00	6 0.14	0 0.00	6 0.14

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Health

			Critical	High	Low	Medium	ATTIR Total
Health	Voice Operations	Assigned to Individual Total	0 0.00	0 0.00	18 0.27	0 0.00	18 0.27
	Voice/Data/WAN Services	Craig Thompson	0 0.00	0 0.00	1 0.32	0 0.00	1 0.32
		Mark Thomas	0 0.00	0 0.00	2 0.18	0 0.00	2 0.18
		Mike Johnson	0 0.00	0 0.00	1 0.28	1 0.98	2 0.63
		T Artis	0 0.00	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	0 0.00	5 0.27	1 0.98	6 0.39
	Assigned Group Total		2 0.19	2 0.44	547 1.04	2 0.62	553 1.03
Customer Company Total			2 0.19	2 0.44	547 1.04	2 0.62	553 1.03

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Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Health	Application Services	Dustin Crump	0 0	0 0	4 1	0 0	4 1
		Terry Forsgren	0 0	0 0	7 0	0 0	7 0
		Tony Larsen	0 0	1 0	14 5	0 0	15 5
		Assigned to Individual Total	0 0	1 0	25 6	0 0	26 6
	Application Support - IVR	Clay Peacock	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Application Support - LIMS	Richard Kurzban	0 0	0 0	1 0	0 0	1 0
		Steven Tuttle	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Application Support - Oracle	Jill Everett	0 0	0 0	1 0	0 0	1 0
		Ryan Nicol	0 0	0 0	3 0	0 0	3 0

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Health

			Critical	High	Low	Medium	MR Total
Health	Application Support - Oracle	Tony Hess	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Application Support - WIC	Matthew Earl	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Billing	Kristen Mar	0 0	0 0	1 1	0 0	1 1
		Sara Brown	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	2 2	0 0	2 2
	Campus Networking	Jordy Davis	0 0	0 0	4 4	0 0	4 4
		Tim King	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	5 5	0 0	5 5
	Capitol Hosting	Curtis Parker	0 0	0 0	1 1	0 0	1 1
		Dale Hicks	0 0	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	0 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	2 1	0 0	3 1

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Health

			Critical	High	Low	Medium	MR Total
Health	Contracts	Laura Larsen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Database Services	Sandy Sheppick	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Fleet Administration	Amanda Ronan	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	0 0	15 0	0 0	15 0
		Dawn Wayment	0 0	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	0 0	3 0	0 0	3 0
		James Stearns	0 0	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	0 0	43 0	0 0	43 0
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 1	0 0	1 1

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Health

			Critical	High	Low	Medium	MR Total
Health	Mainframe Systems Support	Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Metro A Help Desk	Ed Conrad	0	0	2	0	2
			0	0	0	0	0
		Edward Fortner	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Metro B Desktop Support	Cindy Reed	0	0	1	0	1
			0	0	0	0	0
		Jay Locker	0	0	1	0	1
			0	0	0	0	0
		Mike Wilde	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	5	0	5
			0	0	0	0	0
	Metro B Help Desk	Gary Graham	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro C West Desktop Support	Brian Bobo	0	0	1	0	1
			0	0	0	0	0
		Cody Flanders	0	0	1	0	1
			0	0	0	0	0

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Health

			Critical	High	Low	Medium	MR Total
Health	Metro C West Desktop Support	Assigned to Individual Total	0	0	2	0	2
			0	0	0	0	0
	Metro D Desktop Support	Eldon Jenson	0	0	32	0	32
			0	0	0	0	0
		Michael Schmidt	0	0	27	0	27
			0	0	2	0	2
		Philip Henderson	0	0	46	0	46
			0	0	3	0	3
		Steve Gibb	0	0	26	0	26
			0	0	2	0	2
		Tina West	0	0	32	0	32
			0	0	1	0	1
		Assigned to Individual Total	0	0	163	0	163
			0	0	8	0	8
	Metro D Help Desk	Doug Brown	0	0	83	1	84
			0	0	1	0	1
		Jed Patrick	0	0	18	0	18
			0	0	0	0	0
		John Robinson	0	0	47	0	47
			0	0	0	0	0
		Matthew Earl	0	0	7	0	7
			0	0	0	0	0
		Assigned to Individual Total	0	0	155	1	156
			0	0	1	0	1
	Metro D Hosting	David Hert	1	1	5	0	7
			0	0	2	0	2
		Donny Ford	0	0	2	0	2
			0	0	0	0	0

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Health

			Critical	High	Low	Medium	MR Total
Health	Metro D Hosting	Matt Hayden	0 0	0 0	2 1	0 0	2 1
		None	0 0	0 0	1 0	0 0	1 0
		Sean McMillan	0 0	0 0	2 1	0 0	2 1
		Steven Haderlie	0 0	0 0	3 1	0 0	3 1
		Assigned to Individual Total	1 0	1 0	15 5	0 0	17 5
	Network Operations	Jesse Fausett	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	19 0	0 0	19 0
		Christie Burnham	0 0	0 0	7 0	0 0	7 0
		Duane Hardy	0 0	0 0	44 0	0 0	44 0
		Assigned to Individual Total	0 0	0 0	70 0	0 0	70 0
	Rural Central Desktop Support	Paul Petersen	0 0	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	0 0	2 0	0 0	2 0
		Ron LeBaron	0 0	0 0	1 0	0 0	1 0

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Health

			Critical	High	Low	Medium	MR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0
	Rural North Desktop Support	Don Higgs	0 0	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	0 0	7 0	0 0	7 0
		Wayne Higgs	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	10 0	0 0	10 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Engineering	Julie Johnson	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	0 0	2 0	0 0	2 0
		James Gifford	0 0	0 0	7 0	0 0	7 0
		Julie Sabato	0 0	0 0	2 0	0 0	2 0
		Leon Owen	0 0	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	0 0	6 0	0 0	6 0

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Health

			Critical	High	Low	Medium	MR Total
Health	Voice Operations	Assigned to Individual Total	0 0	0 0	18 0	0 0	18 0
	Voice/Data/WAN Services	Craig Thompson	0 0	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	0 0	1 0	1 0	2 0
		T Artis	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	5 0	1 0	6 0
	Assigned Group Total		2 0	2 0	547 31	2 0	553 31
Customer Company Total			2 0	2 0	547 31	2 0	553 31

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Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Health	Application Services	Dustin Crump	0 0.00	0 0.00	4 3.14	0 0.00	4 3.14
		Terry Forsgren	0 0.00	0 0.00	7 0.92	0 0.00	7 0.92
		Tony Larsen	0 0.00	1 2.44	14 4.24	0 0.00	15 4.12
		Assigned to Individual Total	0 0.00	1 2.44	25 3.13	0 0.00	26 3.11
	Application Support - IVR	Clay Peacock	0 0.00	0 0.00	1 2,581.21	0 0.00	1 2,581.21
		Assigned to Individual Total	0 0.00	0 0.00	1 2,581.21	0 0.00	1 2,581.21
	Application Support - LIMS	Richard Kurzban	0 0.00	0 0.00	1 5.76	0 0.00	1 5.76
		Steven Tuttle	0 0.00	0 0.00	1 5.78	0 0.00	1 5.78
		Assigned to Individual Total	0 0.00	0 0.00	2 5.77	0 0.00	2 5.77
	Application Support - Oracle	Jill Everett	0 0.00	0 0.00	1 1.23	0 0.00	1 1.23
		Ryan Nicol	0 0.00	0 0.00	3 2.57	0 0.00	3 2.57

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Application Support - Oracle	Tony Hess	0 0.00	0 0.00	2 1.12	0 0.00	2 1.12
		Assigned to Individual Total	0 0.00	0 0.00	6 1.86	0 0.00	6 1.86
	Application Support - WIC	Matthew Earl	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Billing	Kristen Mar	0 0.00	0 0.00	1 26.99	0 0.00	1 26.99
		Sara Brown	0 0.00	0 0.00	1 31.23	0 0.00	1 31.23
		Assigned to Individual Total	0 0.00	0 0.00	2 29.11	0 0.00	2 29.11
	Campus Networking	Jordy Davis	0 0.00	0 0.00	4 141.73	0 0.00	4 141.73
		Tim King	0 0.00	0 0.00	1 231.13	0 0.00	1 231.13
		Assigned to Individual Total	0 0.00	0 0.00	5 159.61	0 0.00	5 159.61
	Capitol Hosting	Curtis Parker	0 0.00	0 0.00	1 12.35	0 0.00	1 12.35
		Dale Hicks	0 0.00	0 0.00	1 2.73	0 0.00	1 2.73
		Jake Vandenberghe	1 2.96	0 0.00	0 0.00	0 0.00	1 2.96
		Assigned to Individual Total	1 2.96	0 0.00	2 7.54	0 0.00	3 6.01

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Contracts	Laura Larsen	0 0.00	0 0.00	1 4.94	0 0.00	1 4.94
		Assigned to Individual Total	0 0.00	0 0.00	1 4.94	0 0.00	1 4.94
	Database Services	Sandy Sheppick	0 0.00	0 0.00	2 7.26	0 0.00	2 7.26
		Assigned to Individual Total	0 0.00	0 0.00	2 7.26	0 0.00	2 7.26
	Fleet Administration	Amanda Ronan	0 0.00	0 0.00	1 3.88	0 0.00	1 3.88
		Assigned to Individual Total	0 0.00	0 0.00	1 3.88	0 0.00	1 3.88
	Help Desk	Brenda Treadway	0 0.00	0 0.00	15 0.14	0 0.00	15 0.14
		Dawn Wayment	0 0.00	0 0.00	1 0.44	0 0.00	1 0.44
		Eileen Dubach	0 0.00	0 0.00	3 0.33	0 0.00	3 0.33
		James Stearns	0 0.00	0 0.00	9 0.01	0 0.00	9 0.01
		Julie VanBeekum	0 0.00	0 0.00	6 0.03	0 0.00	6 0.03
		Vicky Marrelli	0 0.00	0 0.00	9 0.10	0 0.00	9 0.10
		Assigned to Individual Total	0 0.00	0 0.00	43 0.11	0 0.00	43 0.11
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 9.66	0 0.00	1 9.66

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Mainframe Systems Support	Assigned to Individual Total	0 0.00	0 0.00	1 9.66	0 0.00	1 9.66
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	2 0.21	0 0.00	2 0.21
		Edward Fortner	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	0 0.00	3 0.34	0 0.00	3 0.34
	Metro B Desktop Support	Cindy Reed	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Locker	0 0.00	0 0.00	1 0.83	0 0.00	1 0.83
		Mike Wilde	0 0.00	0 0.00	1 0.29	0 0.00	1 0.29
		Sean Chadbourne	0 0.00	0 0.00	1 0.90	0 0.00	1 0.90
		Tyler Pearce	0 0.00	0 0.00	1 0.55	0 0.00	1 0.55
		Assigned to Individual Total	0 0.00	0 0.00	5 0.51	0 0.00	5 0.51
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C West Desktop Support	Brian Bobo	0 0.00	0 0.00	1 2.63	0 0.00	1 2.63
		Cody Flanders	0 0.00	0 0.00	1 1.20	0 0.00	1 1.20

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Metro C West Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	2 1.91	0 0.00	2 1.91
	Metro D Desktop Support	Eldon Jenson	0 0.00	0 0.00	32 1.65	0 0.00	32 1.65
		Michael Schmidt	0 0.00	0 0.00	27 1.34	0 0.00	27 1.34
		Philip Henderson	0 0.00	0 0.00	45 1.82	0 0.00	45 1.82
		Steve Gibb	0 0.00	0 0.00	26 2.34	0 0.00	26 2.34
		Tina West	0 0.00	0 0.00	32 2.18	0 0.00	32 2.18
		Assigned to Individual Total	0 0.00	0 0.00	162 1.86	0 0.00	162 1.86
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	83 0.27	1 0.26	84 0.27
		Jed Patrick	0 0.00	0 0.00	18 0.05	0 0.00	18 0.05
		John Robinson	0 0.00	0 0.00	47 0.11	0 0.00	47 0.11
		Matthew Earl	0 0.00	0 0.00	7 0.07	0 0.00	7 0.07
		Assigned to Individual Total	0 0.00	0 0.00	155 0.19	1 0.26	156 0.19
	Metro D Hosting	David Hert	1 0.64	1 0.24	5 5.76	0 0.00	7 4.24
		Donny Ford	0 0.00	0 0.00	2 0.32	0 0.00	2 0.32

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Metro D Hosting	Matt Hayden	0 0.00	0 0.00	2 4.94	0 0.00	2 4.94
		None	0 0.00	0 0.00	1 2.32	0 0.00	1 2.32
		Sean McMillan	0 0.00	0 0.00	2 7.40	0 0.00	2 7.40
		Steven Haderlie	0 0.00	0 0.00	3 4.11	0 0.00	3 4.11
		Assigned to Individual Total	1 0.64	1 0.24	15 4.59	0 0.00	17 4.10
	Network Operations	Jesse Fausett	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	19 0.35	0 0.00	19 0.35
		Christie Burnham	0 0.00	0 0.00	7 0.27	0 0.00	7 0.27
		Duane Hardy	0 0.00	0 0.00	43 0.32	0 0.00	43 0.32
		Assigned to Individual Total	0 0.00	0 0.00	69 0.32	0 0.00	69 0.32
	Rural Central Desktop Support	Paul Petersen	0 0.00	0 0.00	1 2.00	0 0.00	1 2.00
		Rod Montoya	0 0.00	0 0.00	2 0.06	0 0.00	2 0.06
		Ron LeBaron	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	4 0.53	0 0.00	4 0.53
	Rural North Desktop Support	Don Higgs	0 0.00	0 0.00	2 0.17	0 0.00	2 0.17
		Ruston McKay	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Wayne Higgs	0 0.00	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	0 0.00	10 0.07	0 0.00	10 0.07
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 2.44	0 0.00	1 2.44
		Assigned to Individual Total	0 0.00	0 0.00	1 2.44	0 0.00	1 2.44
	Voice Engineering	Julie Johnson	0 0.00	0 0.00	1 0.05	0 0.00	1 0.05
		Assigned to Individual Total	0 0.00	0 0.00	1 0.05	0 0.00	1 0.05
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	2 1.06	0 0.00	2 1.06
		James Gifford	0 0.00	0 0.00	7 0.98	0 0.00	7 0.98
		Julie Sabato	0 0.00	0 0.00	2 2.71	0 0.00	2 2.71
		Leon Owen	0 0.00	0 0.00	1 0.45	0 0.00	1 0.45
		Romanza Hamblin Sorensen	0 0.00	0 0.00	6 0.53	0 0.00	6 0.53

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Health

			Critical	High	Low	Medium	ATTR Total
Health	Voice Operations	Assigned to Individual Total	0 0.00	0 0.00	18 1.00	0 0.00	18 1.00
	Voice/Data/WAN Services	Craig Thompson	0 0.00	0 0.00	1 1.35	0 0.00	1 1.35
		Mark Thomas	0 0.00	0 0.00	2 2.47	0 0.00	2 2.47
		Mike Johnson	0 0.00	0 0.00	1 0.82	1 1.79	2 1.31
		T Artis	0 0.00	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	0 0.00	5 1.50	1 1.79	6 1.55
	Assigned Group Total		2 1.80	2 1.34	545 7.50	2 1.02	551 7.43
Customer Company Total			2 1.80	2 1.34	545 7.50	2 1.02	551 7.43

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Detail

INC000000362099	Chuck Adan Application Support - IVR	Telecom Clay Peacock	Call Management Health	Telephone Low	Closed	TIR Missed: No TTR Missed: Yes	0.23 2581.21
INC000000573640	Nancy McConnell Campus Networking	None Jordy Davis	None Health	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.53 237.39
INC000000578560	Nancy McConnell Campus Networking	None Jordy Davis	None Health	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.88 178.75
INC000000580021	Miguel Silva Application Services	Application Tony Larsen	Error Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.46 9.20
INC000000580706	Kirk Bengel Campus Networking	Network Tim King	Performance Health	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	231.13 231.13
INC000000580967	Jennifer Hofeling Voice Operations	None Julie Sabato	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.85 4.69
INC000000581219	Kate Hester Application Services	Application Tony Larsen	Error Health	Dentrix Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.68 6.74
INC000000581388	Darlene Benson Metro D Hosting	Server Steven Haderlie	None Health	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.11 6.32
INC000000583594	Lynn Startup Application Services	Application Tony Larsen	Error Health	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: Yes	0.41 10.06
INC000000583726	Annie Coyle Metro D Desktop Support	Application Philip Henderson	Error Health	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.34 0.53
INC000000584238	Brent Baum Metro D Hosting	None Steven Haderlie	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.26 5.76
INC000000584292	Catherine Sparks Metro D Desktop Support	Application Steve Gibb	Error Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.77 6.74
INC000000584744	Wu Xu Metro D Desktop Support	PC/Laptop Philip Henderson	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.40 1.49
INC000000584889	Amy Nance Metro D Help Desk	Network Jed Patrick	Incident Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000584958	Doug Durfey Metro D Desktop Support	PC/Laptop Steve Gibb	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.96 0.96
INC000000584978	Linda Auger Metro D Help Desk	None Doug Brown	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00

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INC000000585257	Stephanie Robinson	PC/Laptop	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.50
INC000000585258	Teresa Garrett	Mobile Devices	Error	None		TIR Missed: Yes	137.25
	Campus Networking	Jordy Davis	Health	Low	Resolved	TTR Missed: Yes	137.25
INC000000585263	Rodney Hopkins	Application	None	None		TIR Missed: No	0.67
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: Yes	40.85
INC000000585273	John Strong	Application	Password	PGP		TIR Missed: No	0.33
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.05
INC000000585322	Jeff Nelson	PC/Laptop	Virus	None		TIR Missed: No	0.31
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.29
INC000000585348	Carolyn Croxall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.19
INC000000585357	Ginny Ambrenac	Application	Error	None		TIR Missed: No	0.99
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	6.05
INC000000585392	Greg Williams	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	
INC000000585579	Michelle Smith	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.42
INC000000585852	Laurie Bird	Telecom	None	Telephone		TIR Missed: No	0.68
	Voice Operations	James Gifford	Health	Low	Closed	TTR Missed: No	1.12
INC000000585867	Dan Camp	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.12
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.12
INC000000585872	Shaelee Curtis	Mobile Devices	None	Novell eDirectory		TIR Missed: No	0.16
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.81
INC000000585901	Corina Pace	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000585910	Corina Pace	Mainframe	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.19
INC000000585914	Janet Scarlet	Application	None	Gmail		TIR Missed: No	0.16
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	2.44
INC000000585934	Jody Sargent	Telecom	Voice Mail	Telephone		TIR Missed: No	0.25
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.45
INC000000585950	Brady Kerkman	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.45

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INC000000585985	Tricia Rawson	PC/Laptop	Error	PGP		TIR Missed: No	0.09
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.31
INC000000585992	Joanna Watson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000586010	Tim Morley	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000586020	Aryavash Aryazand	Wireless Connectivity	None	None		TIR Missed: No	0.73
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	5.38
INC000000586027	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.24
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.24
INC000000586068	Jeanette Little	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.11
INC000000586090	Brandi Frandsen	PC/Laptop	Performance	None		TIR Missed: No	0.37
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.92
INC000000586097	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.51
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.51
INC000000586132	Catherine Groseclose	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000586164	Kelly Banon	Telecom	IP	Avaya IP Softphone		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.57
INC000000586178	Patrice Morley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.41
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	5.55
INC000000586187	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.19
INC000000586207	Susan Griffing	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.68
INC000000586240	Karen Roylance	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
INC000000586253	Rosemary VanderMeyden	PC/Laptop	Hardware	None		TIR Missed: No	0.47
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.65
INC000000586276	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.43
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.43
INC000000586277	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.40
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.40

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INC000000586372	Cindy Scharman	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000586391	Betsi Patino	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000586393	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.15
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.15
INC000000586438	Salinda Whetman	Application	Password	Utah Master Directory	TIR Missed: No	0.26
Capitol Hosting	Curtis Parker	Health	Low	Closed	TTR Missed: Yes	12.35
INC000000586444	Salinda Whetman	Network	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000586502	Ally Major	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.21
INC000000586511	Teresa Whiting	None	None	None	TIR Missed: No	0.10
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.14
INC000000586532	Rafael Sanchez	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.00
INC000000586662	Carolyn Croxall	PC/Laptop	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: Yes	6.01
INC000000586680	Cleve Evans	Application	Password	eFIND/eSHARE	TIR Missed: No	0.65
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.65
INC000000586700	Roger Werven	Application	Error	None	TIR Missed: No	0.82
Metro B Desktop Support	Sean Chadbourne	Health	Low	Closed	TTR Missed: No	0.90
INC000000586741	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.37
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.37
INC000000586755	Peggy Montague	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000586808	Liliana Lao	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.08
INC000000586821	Ally Major	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.35
INC000000586828	Josette Ono	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000586841	Nanette Waters	Application	Password	BlueZone	TIR Missed: Yes	1.29
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.29

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INC000000586853	Melanie Jorgenson	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000586857	Marlo Corona	Application	Error	Action Request System	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.98
INC000000586858	Angela Ward	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000586861	Jovana Tapia	Telecom	Call/Receive	Telephone	TIR Missed: No	0.07
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.43
INC000000586863	Melanie Jorgenson	PC/Laptop	Password	None	TIR Missed: No	0.09
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.70
INC000000586867	Marlo Corona	Application	None	Google Chrome	TIR Missed: No	0.32
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.92
INC000000586924	Angela Ward	Application	None	Novell GroupWise	TIR Missed: No	0.47
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.93
INC000000586958	Michelle Martin	Application	Error	Novell GroupWise	TIR Missed: Yes	1.16
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.49
INC000000586975	Marsha Leen-Mitchell	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.05
INC000000587041	Shari Hunsaker	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000587043	Ginny Ambrenac	Application	None	None	TIR Missed: No	0.15
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.17
INC000000587062	Al Romeo	Application	Reporting	None	TIR Missed: No	0.23
Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: Yes	14.13
INC000000587094	Butch Luers	Application	None	Novell GroupWise	TIR Missed: No	0.18
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.18
INC000000587105	Janet Scarlet	Application	Error	Gmail	TIR Missed: No	0.26
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.26
INC000000587107	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.42
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.42
INC000000587110	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.42
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.42
INC000000587126	Stephanie McVicar	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02

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INC000000587144	Janet Scarlet	PC/Laptop	Performance	None		TIR Missed: No	0.39
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.53
INC000000587176	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.05
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.08
INC000000587205	Brittany Tam	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000587284	Marlo Corona	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.00
INC000000587294	Jill Haslam	None	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	6.46
INC000000587306	Jennifer Green	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000587308	Jennifer Green	Telecom	None	None		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	1.34
INC000000587354	Lin-Marie Wright	Application	Error	None		TIR Missed: No	0.76
	Application Services	Tony Larsen	Health	High	Closed	TTR Missed: No	2.44
INC000000587372	Debora DiRusso	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Health	Low	Closed	TTR Missed: No	0.00
INC000000587376	Elizabeth McElreath	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000587404	Jacob Madsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000587411	Randy Tanner	Application	Error	None		TIR Missed: No	0.21
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	0.25
INC000000587435	Irene Petrogeorge	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000587493	Patrice Morley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000587537	Beverly Jackson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000587579	Natali Rajcevich	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000587585	Jaime Lund	Application	None	Medicaid Managed Information :		TIR Missed: No	0.46
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.68

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INC000000587630	Amanda Delgado	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.09
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.09
INC000000587641	Kirk Benge	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.69
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.69
INC000000587647	Kimberly McNamara	Server	None	None	TIR Missed: Yes	5.92
	Metro D Hosting	David Hert	Health	Low Closed	TTR Missed: Yes	7.44
INC000000587652	Cheryl Gunnell	PC/Laptop	Performance	None	TIR Missed: No	0.09
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	5.53
INC000000587722	Janine Whaley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000587741	Catherine Sparks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000587756	Melissa Leak	None	None	None	TIR Missed: No	0.86
	Contracts	Laura Larsen	Health	Low Closed	TTR Missed: No	4.94
INC000000587797	Rachelle Johnson	Application	Error	Microsoft Word	TIR Missed: Yes	1.65
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.98
INC000000587814	Ally Major	Application	Error	None	TIR Missed: No	0.43
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.43
INC000000587870	Jenny Johnson	Application	Error	Microsoft Office	TIR Missed: No	0.79
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.15
INC000000587871	Lynne Nilson	None	None	None	TIR Missed: No	0.23
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.39
INC000000587875	Patrice Morley	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000587924	Brian Beck	Telecom	Area Code	Telephone	TIR Missed: No	0.11
	Voice Operations	James Gifford	Health	Low Closed	TTR Missed: No	0.84
INC000000587927	Betsi Patino	Application	Error	None	TIR Missed: No	0.10
	Metro D Hosting	David Hert	Health	Low Closed	TTR Missed: No	1.14
INC000000587952	Linda Lee	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.02
INC000000587977	Corina Pace	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.65
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.09
INC000000588139	Brandon Callor	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.37
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.71

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Health

INC000000588152	Russell Pierson	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588214	Janell Hall	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588235	Jenniel Allen	Application	None	Fleet Focus		TIR Missed: Yes	3.88
	Fleet Administration	Amanda Ronan	Health	Low	Closed	TTR Missed: No	3.88
INC000000588250	Janice Houston	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588273	John Slade	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: Yes	1.24
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.81
INC000000588284	Kathryn Marti	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588335	Isabel Frech lopez	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588352	Lynn Startup	Application	Error	Citrix ICA Client		TIR Missed: No	0.22
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.98
INC000000588379	Angela Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588391	Rocky Howell	Application	Error	None		TIR Missed: No	0.46
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.39
INC000000588422	Nanette Waters	Application	Password	None		TIR Missed: No	0.14
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.17
INC000000588423	Nanette Waters	Application	Password	None		TIR Missed: No	0.14
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.16
INC000000588463	Russell Pierson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Closed	TTR Missed: No	0.00
INC000000588512	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.56
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.56
INC000000588513	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000588547	Holly Uphold	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.43
INC000000588592	Lynn Startup	Application	Error	None		TIR Missed: No	0.20
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	3.18

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INC000000588597	Nanette Waters	Application	Password	None		TIR Missed: No	0.51
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.80
INC000000588610	Kolbi Young	Application	Password	Novell eDirectory		TIR Missed: No	0.51
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.23
INC000000588626	Jan Miltenberger	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	
INC000000588651	Tracy Freeman	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000588662	Nanette Waters	Application	Password	None		TIR Missed: No	0.19
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.23
INC000000588664	Nanette Waters	Application	Password	None		TIR Missed: No	0.18
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.18
INC000000588668	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000588672	Dave Rabiger	Mobile Devices	Error	Droid		TIR Missed: No	0.09
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.41
INC000000588695	Tracy Freeman	Application	Error	Novell eDirectory		TIR Missed: No	0.09
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.48
INC000000588728	Cassandra Fairclough	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.50
INC000000588875	Butch Luers	Network	Performance	Novell eDirectory		TIR Missed: No	0.14
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.14
INC000000588947	Linda Morris	Application	Error	None		TIR Missed: No	0.87
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.04
INC000000589034	Catherine Groseclose	PC/Laptop	Error	None		TIR Missed: No	0.44
	Help Desk	Dawn Wayment	Health	Low	Closed	TTR Missed: No	0.44
INC000000589043	Carmen Dickson	None	None	None		TIR Missed: Yes	2.32
	Metro D Hosting	None	Health	Low	Closed	TTR Missed: No	2.32
INC000000589162	Tiffany B. Reyes	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000589172	Jeff Nelson	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.70
INC000000589175	Michelle Smith	Network	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.67

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INC000000589327	Lizeth Hernandez	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	0.00
INC000000589440	Judy Morrison	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000589449	Dennis Tingey	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.43
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.67
INC000000589468	Lynn Startup	Application	Error	None		TIR Missed: No	0.28
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.61
INC000000589470	Butch Luers	Telecom	Voice Mail	None		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.42
INC000000589480	Scott Ellis	Application	Error	pgp		TIR Missed: Yes	1.06
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	12.14
INC000000589510	Vicky Pierce	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	5.28
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	5.28
INC000000589516	Chuck Adan	Telecom	Call Management	None		TIR Missed: No	0.27
	Voice Operations	James Gifford	Health	Low	Closed	TTR Missed: No	0.46
INC000000589517	Kelly Banon	Application	Error	Avaya IP Softphone		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.03
INC000000589528	Lynne Nilson	PC/Laptop	Error	None		TIR Missed: No	0.64
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.82
INC000000589531	Chad Campbell	PC/Laptop	Password	None		TIR Missed: No	0.47
	Metro C West Desktop Support	Brian Bobo	Health	Low	Closed	TTR Missed: No	2.63
INC000000589541	Janell Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000589604	Gene Cottrell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	4.89
INC000000589606	Barbara Jepson	None	None	None		TIR Missed: No	0.26
	Metro D Help Desk	Doug Brown	Health	Medium	Closed	TTR Missed: No	0.26
INC000000589608	Kelly Banon	Telecom	Call/Receive	Telephone		TIR Missed: No	0.12
	Voice Operations	James Gifford	Health	Low	Closed	TTR Missed: No	0.96
INC000000589641	Robyn M Seely	Network	Performance	None		TIR Missed: No	0.15
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.15
INC000000589653	Patrice Morley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

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INC000000589661	Gayle Wood	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000589671	Brent Curtis	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000589674	Kimberly McNamara	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000589689	Cyndi Bemis	Mobile Devices	Error	Droid		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000589771	Jordan Cottam	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000589777	Paula McGuire	Application	Error	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000589828	Jason Stewart	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.26
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.27
INC000000589832	Brett Cross	Application	Error	ZENworks for Desktops		TIR Missed: No	0.54
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.16
INC000000589845	Cyndi Bemis	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000589903	John Slade	Network	Incident	None		TIR Missed: No	0.13
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.77
INC000000589904	Greg Williams	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.30
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.30
INC000000589906	Laurie Ocobock	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.09
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.59
INC000000589973	Betty Foster	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.36
INC000000590024	Adrienne Alward	Telecom	Dial Tone	Telephone		TIR Missed: No	0.39
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.39
INC000000590157	Dean Penovich	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000590171	Michael R Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000590192	Rachel Black	PC/Laptop	Hardware	None		TIR Missed: No	0.32
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.32

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INC000000590196	Cindy Scharman	Network	None	Novell Client for 32-bit Windows	TIR Missed: Yes	1.17
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	1.35
INC000000590210	Kristine Lynch	Application	Error	Novell GroupWise	TIR Missed: No	0.67
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.27
INC000000590220	Marisha Kissell	Application	Error	Medicaid Managed Information :	TIR Missed: No	0.57
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.43
INC000000590238	Robert Satterfield	PC/Laptop	Performance	None	TIR Missed: No	0.32
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.79
INC000000590261	John Slade	Application	Error	Oracle 8 Enterprise Edition	TIR Missed: No	0.14
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.55
INC000000590262	Nanette Waters	None	None	None	TIR Missed: No	0.53
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.81
INC000000590275	Gayle Wood	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.40
INC000000590331	Kimberly McNamara	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.36
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.82
INC000000590334	Wayne Davis	Application	Password	IBM Tivoli Usage and Accountin	TIR Missed: No	0.12
	Billing	Kristen Mar	Health	Low Closed	TTR Missed: Yes	26.99
INC000000590358	Lyle Odendahl	Application	Password	PGP	TIR Missed: No	0.07
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.48
INC000000590363	Marlo Corona	Application	None	None	TIR Missed: No	0.56
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: Yes	6.46
INC000000590366	Mindi Manes	Mobile Devices	Error	Ipads	TIR Missed: No	0.45
	Application Services	Dustin Crump	Health	Low Closed	TTR Missed: Yes	7.67
INC000000590381	Charla Haley	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000590383	Brady Kerkman	PC/Laptop	Performance	None	TIR Missed: No	0.42
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.50
INC000000590402	Gayle Monks	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000590438	Craig Mitchell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Closed	TTR Missed: No	0.00
INC000000590486	Patrice Morley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.29
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.49

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INC000000590511	April Bennett	Mobile Devices	Error	None		TIR Missed: No	0.12
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.65
INC000000590570	Brenda Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.50
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.91
INC000000590594	Merrila Erickson	PC/Laptop	None	None		TIR Missed: No	0.28
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.18
INC000000590596	Melissa Leak	None	None	None		TIR Missed: No	0.23
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.42
INC000000590603	Nanette Waters	None	None	None		TIR Missed: No	0.37
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.47
INC000000590613	Laverne Snow	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.30
INC000000590646	Emily Sagers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000590655	Janet Scarlet	Application	None	Gmail		TIR Missed: Yes	1.03
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.11
INC000000590684	Maria Jackson	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000590685	Rituraj Saxena	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000590694	Richard Cumba	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.54
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.57
INC000000590756	Andrew Ozmun	Network	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000590782	Marie Aschliman	Application	Password	SAS		TIR Missed: No	0.79
	Mainframe Systems Support	Greg Shoop	Health	Low	Closed	TTR Missed: Yes	9.66
INC000000590792	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.32
INC000000590813	Laura Belgique	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000590970	Angelica Mchugh	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000590978	Pam Oberg	Application	Error	Visio		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

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INC000000591015	Kathryn Marti	Network	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000591034	Allan Liu	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000591057	Bob Kuhn	PC/Laptop	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.04
INC000000591079	Brenda Robinson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000591088	Patrice Morley	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000591091	Wanda Gutierrez	Network	Error	None		TIR Missed: No	0.59
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.44
INC000000591141	Kathy Cordova	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000591177	Alyssa Gulrajani	Application	Error	Laboratory Information Manager		TIR Missed: Yes	5.78
	Application Support - LIMS	Steven Tuttle	Health	Low	Closed	TTR Missed: No	5.78
INC000000591181	Leslie Clark	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed: No	0.00
INC000000591192	Gayla Whitaker	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.10
INC000000591225	Brady Kerkman	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.31
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.69
INC000000591234	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000591282	Brenda Bryant	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000591287	Melissa Leak	Telecom	Dial Tone	Telephone		TIR Missed: No	0.98
	Voice/Data/WAN Services	Mike Johnson	Health	Medium	Closed	TTR Missed: No	1.79
INC000000591299	Janet Scarlet	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000591329	Cassandra Fairclough	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.80
INC000000591395	Lana Adams	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low	Closed	TTR Missed: No	0.21

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INC000000591405	Lana Adams	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low	Closed	TTR Missed: No	0.13
INC000000591425	David Antell	Application	Password	Content Manager		TIR Missed: No	0.39
	Billing	Sara Brown	Health	Low	Resolved	TTR Missed: Yes	31.23
INC000000591454	Susan Russell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000591473	Janet Scarlet	Application	None	Novell Messenger		TIR Missed: No	0.26
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.30
INC000000591482	Rachelle Johnson	Application	None	None		TIR Missed: No	0.44
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.68
INC000000591501	Brenda Robinson	Mainframe	Password	BlueZone		TIR Missed: No	0.15
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.15
INC000000591510	John Campbell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000591641	Cindy Huish	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000591692	Norm Brown	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000591742	Carlie Shurtliff	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.29
INC000000591764	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.23
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.09
INC000000591777	Ellen Johnstun	Application	Error	Archives Management System		TIR Missed: No	0.39
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: Yes	6.44
INC000000591827	Emily L Davis	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000591858	Cindy Scharman	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.25
INC000000591859	Elizabeth McElreath	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000591861	Corina Pace	Telecom	Call Management	None		TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Health	Low	Closed	TTR Missed: No	0.05
INC000000591864	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.09
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.10

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Health

INC000000591899	Brady Kerkman	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: Yes	6.05
INC000000591912	Pam Oberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000591960	Scott Ellis	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000591968	Jennifer McGrath	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000592024	Allan Liu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000592038	Tiffany B. Reyes	Application	Error	Medicaid Managed Information :		TIR Missed: No	0.19
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.19
INC000000592050	Larry Tooley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: N/A	
INC000000592051	Larry Tooley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000592067	Allison Rondeau	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.24
INC000000592069	Broc Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000592070	Lamar Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000592073	Rita Ramirez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000592076	Vicky Pierce	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000592118	Carlie Shurtliff	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000592242	Jackie Schugk	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000592269	Tom Romney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000592295	Cynthia Alexander	Application	None	Access Point		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00

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INC000000592314	Beverly Jackson	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.15
INC000000592325	Erin Hellstrom	Application	Error	Citrix ICA Client		TIR Missed: No	0.16
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	0.42
INC000000592341	Krysta Badger	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000592355	Jennifer Hofeling	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000592440	Cheryl Gunnell	Application	Error	PGP		TIR Missed: No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.35
INC000000592454	Julia Shumway	Application	Password	pgp		TIR Missed: No	0.29
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.35
INC000000592460	Susan Russell	Telecom	Call Management	None		TIR Missed: No	0.20
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.02
INC000000592467	Jennifer Hofeling	Telecom	Call Management	None		TIR Missed: No	0.07
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.88
INC000000592468	Deborah Wiscombe	Application	Error	Vision		TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000592469	Tom Romney	Server	Performance	None		TIR Missed: No	0.39
	Metro D Hosting	David Hert	Health	Critical	Closed	TTR Missed: No	0.64
INC000000592496	Barbara Brownell	Telecom	None	None		TIR Missed: No	0.45
	Voice Operations	Leon Owen	Health	Low	Closed	TTR Missed: No	0.45
INC000000592507	Barbara Brownell	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000592512	Joe Mason	Application	Reporting	Microsoft Office		TIR Missed: No	0.83
	Metro B Desktop Support	Jay Locker	Health	Low	Closed	TTR Missed: No	0.83
INC000000592518	Rita Ramirez	Telecom	Call Management	None		TIR Missed: No	0.15
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.27
INC000000592525	Guy Dansie	Application	Password	PGP		TIR Missed: No	0.28
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.28
INC000000592543	Tim Morley	Application	Password	PGP		TIR Missed: No	0.17
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	6.42
INC000000592609	Steven Jones	PC/Laptop	Password	None		TIR Missed: Yes	1.14
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.93

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INC000000592658	Brenda Purser	None	None	None		TIR Missed: Yes	13.55
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	13.55
INC000000592663	Sue Dubois	Application	Password	Citrix ICA Client		TIR Missed: No	0.36
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.45
INC000000592698	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.07
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.12
INC000000592700	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.06
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.12
INC000000592726	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.14
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.14
INC000000592727	Stephanie Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000592744	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.09
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.09
INC000000592758	Shanna Anderson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000592855	Allan Liu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000592873	Marie Aschliman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000592974	Jerry Carlile	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.09
INC000000593035	Hattie Perry	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	5.76
INC000000593037	Linda Morris	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.16
INC000000593109	Paula McGuire	Wireless Connectivity	Error	None		TIR Missed: No	0.78
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: N/A	
INC000000593206	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.14
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.25
INC000000593257	Janet Scarlet	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000593289	Alyssa Gulrajani	Application	Error	Laboratory Information Manager		TIR Missed: Yes	5.37
	Database Services	Sandy Sheppick	Health	Low	Closed	TTR Missed: Yes	12.52

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Health

INC000000593359	Cristie Chesler	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.24
INC000000593372	Stacey Keyes	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000593373	Deborah Judd	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	
INC000000593381	Jon Reid	Application	Error	Oracle 8 Enterprise Edition		TIR Missed: No	0.43
	Capitol Hosting	Dale Hicks	Health	Low	Closed	TTR Missed: No	2.73
INC000000593417	Marcel Bibeault	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.92
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.92
INC000000593418	Maggie Chaney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.80
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.39
INC000000593441	Julie Moore	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000593451	Darcy Gliedman	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.53
INC000000593452	Debbie Bennion	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000593454	Marcel Bibeault	Application	Error	Laboratory Information Manager		TIR Missed: No	0.85
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.99
INC000000593470	Laurie Bird	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.54
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.45
INC000000593490	Robert Jex	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.51
INC000000593495	Lynn Startup	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.51
INC000000593543	Stephanie Rogers	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000593564	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.34
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.34
INC000000593606	Craig Mitchell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000593729	John Nicolaisen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000593788	Leslie Minaya	Application	Password	Utah Master Directory	TIR Missed: No	0.05
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.05
INC000000593794	Leslie Minaya	Application	Password	Medicaid Managed Care System	TIR Missed: Yes	1.62
Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	1.62
INC000000593795	Alexander Wu	None	None	None	TIR Missed: No	0.07
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.15
INC000000593847	Irene Petrogeorge	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.06
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.04
INC000000593852	Julie Moore	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000593867	Karen M Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000593876	Karen M Smith	PC/Laptop	Error	None	TIR Missed: No	0.24
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.76
INC000000593971	Nancy McConnell	None	None	None	TIR Missed: No	0.25
Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: No	2.45
INC000000594013	Julie X Olsen	Application	Password	Novell GroupWise	TIR Missed: No	0.13
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.13
INC000000594092	Cristie Chesler	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000594109	Lynn Meinor	None	None	None	TIR Missed: No	0.00
Application Support - WIC	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000594141	Courtnee DeMarco	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000594143	Julia Shumway	PC/Laptop	Error	None	TIR Missed: No	0.64
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: Yes	6.35
INC000000594149	Corina Pace	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000594151	Sylinda Lee	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000594152	Corina Pace	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000594256	Cheri Shubert	Application	Error	Novell GroupWise	TIR Missed: Yes	2.38
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	3.17

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INC000000594281	Robert Lo	PC/Laptop	Hardware	None		TIR Missed: Yes	1.20
	Metro C West Desktop Support	Cody Flanders	Health	Low	Resolved	TTR Missed: No	1.20
INC000000594307	Trecia Carpenter	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.81
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	0.81
INC000000594314	Nancy Thomson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000594335	John Slade	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000594443	Heather Rich	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.47
INC000000594495	Catherine Hoelscher	Mobile Devices	None	None		TIR Missed: Yes	1.88
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.28
INC000000594546	Tonya Hales	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594564	Patrice Morley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594572	Wu Xu	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.27
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.59
INC000000594642	Judy Harris	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.88
INC000000594681	Julie Moore	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594697	Christine Warren	Network	Incident	None		TIR Missed: No	0.25
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.29
INC000000594706	Nancy Reading	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594713	Lisa Kane	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594729	John W Miller	None	None	None		TIR Missed: No	0.55
	Metro B Desktop Support	Tyler Pearce	Health	Low	Resolved	TTR Missed: No	0.55
INC000000594731	Tom Romney	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.42
INC000000594747	Kimberly Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000594756	Doug May	PC/Laptop	None	None		TIR Missed: No	0.55
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.55
INC000000594779	Felicia Alvarez	Application	None	None		TIR Missed: No	0.12
	Metro D Hosting	David Hert	Health	High	Resolved	TTR Missed: No	0.24
INC000000594816	Alison Seppi	Network	None	None		TIR Missed: Yes	1.70
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.74
INC000000594868	Yuta Uemura	Application	Error	Laboratory Information Manager		TIR Missed: No	0.23
	Metro D Hosting	Matt Hayden	Health	Low	Resolved	TTR Missed: Yes	7.05
INC000000594877	Karen Roylance	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594880	Lou Allen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000594890	Sloane Phillips	None	None	None		TIR Missed: No	0.68
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.90
INC000000594913	Joseph B Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.03
INC000000595062	Linda Beal	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000595105	Tonya Hales	Network	None	None		TIR Missed: No	0.65
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.01
INC000000595108	Lisa V Hunt	PC/Laptop	Error	None		TIR Missed: No	0.59
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.96
INC000000595144	Hina Yazdani	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.11
INC000000595165	Shannon Wnek	Application	Error	PGP		TIR Missed: No	0.28
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.11
INC000000595206	Catherine Groseclose	Network	Incident	None		TIR Missed: No	0.42
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	3.35
INC000000595257	Cynthia Alexander	Application	Error	Microsoft Word		TIR Missed: Yes	1.04
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.84
INC000000595273	Cheri Shubert	None	None	None		TIR Missed: No	0.47
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.47
INC000000595290	Stephanie McVicar	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.04

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INC000000595298	Lori Savoie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000595304	Deepa Ramkumar	Mainframe	Password	BlueZone	TIR Missed: No	0.57
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	0.60
INC000000595305	Stephanie McVicar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Resolved	TTR Missed: No	0.00
INC000000595306	Julie X Olsen	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low Resolved	TTR Missed: No	0.00
INC000000595315	Amanda Hovermale	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.23
INC000000595338	Gay Brogdon	Application	Error	None	TIR Missed: No	0.00
	Capitol Hosting	Jake Vandenberghe	Health	Critical Resolved	TTR Missed: No	2.96
INC000000595363	Wendy Peterson-Jones	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Resolved	TTR Missed: No	0.00
INC000000595487	Joe Guimond	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Jesse Fausett	Health	Low Resolved	TTR Missed: No	0.00
INC000000595593	Carolyn Evans	PC/Laptop	Password	None	TIR Missed: No	0.35
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	1.36
INC000000595642	Jovana Tapia	PC/Laptop	Performance	None	TIR Missed: No	0.20
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.23
INC000000595652	Carolyn Evans	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low Resolved	TTR Missed: No	0.05
INC000000595662	Carolyn Evans	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Health	Low Resolved	TTR Missed: No	0.42
INC000000595685	Jolene Whitney	Application	Password	Gmail	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Resolved	TTR Missed: No	0.00
INC000000595699	Stephanie Robinson	PC/Laptop	Hardware	None	TIR Missed: No	0.89
	Metro D Desktop Support	Tina West	Health	Low Resolved	TTR Missed: No	0.99
INC000000595702	Bryan Berry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000595703	Lisa V Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.87
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	2.56
INC000000595722	Eric K. Christensen	Application	Error	PGP	TIR Missed: No	0.64
	Metro D Desktop Support	Tina West	Health	Low Resolved	TTR Missed: No	0.76

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INC000000595732	John W Miller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000595737	Melanie Hansen	Application	None	SAFE	TIR Missed: No	0.83
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	1.29
INC000000595762	Brian Muir	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000595785	David Meadows	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000595789	Michelle Grossman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000595848	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: Yes	1.00
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	1.03
INC000000595897	Athena Carolan	Network	Incident	None	TIR Missed: No	0.18
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.14
INC000000595906	Jordan Cottam	Application	Error	None	TIR Missed: No	0.06
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	2.50
INC000000595931	Brian Muir	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000595981	Brenda Nelson	Application	Error	Reserve America Campground I	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	3.58
INC000000595992	Carol Lowder	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000596121	Nichoal Keyes	Mainframe	Password	BlueZone	TIR Missed: No	0.75
	Operations Production Control	Cal Brinton	Health	Low Resolved	TTR Missed: No	0.85
INC000000596158	Nanette Waters	None	None	None	TIR Missed: No	0.32
	Operations Production Control	Cal Brinton	Health	Low Resolved	TTR Missed: No	0.35
INC000000596161	Betsi Patino	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.27
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	0.84
INC000000596189	Helen Joy	Application	SSL Certificate	None	TIR Missed: No	0.30
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.10
INC000000596217	Kristin Brown	None	None	None	TIR Missed: Yes	1.03
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	1.03
INC000000596222	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.15
	Operations Production Control	Cal Brinton	Health	Low Resolved	TTR Missed: No	0.22

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INC000000596254	Veronica Ramos	Application	Error	None		TIR Missed: Yes	16.81
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: Yes	17.06
INC000000596260	Shannon Skiles	None	None	None		TIR Missed: No	0.33
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.33
INC000000596298	Roger Price	None	None	None		TIR Missed: Yes	1.58
	Application Support - Oracle	Tony Hess	Health	Low	Resolved	TTR Missed: No	1.58
INC000000596356	Wendy Dokos	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Health	Low	Resolved	TTR Missed: No	0.29
INC000000596427	Othman Jaber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000596429	Megan Waters	Application	Error	Novell GroupWise		TIR Missed: Yes	1.10
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.88
INC000000596453	Jennifer Hofeling	Telecom	IP	Avaya CentreVu Supervisor		TIR Missed: No	0.72
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.72
INC000000596485	Jan Case	Network	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000596564	Amber Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	3.13
INC000000596621	Kathleen Short	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000596649	Jolene Whitney	Application	Error	Microsoft Word		TIR Missed: No	0.33
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	1.00
INC000000596713	Mary Parks	Application	None	Laboratory Information Management		TIR Missed: Yes	5.76
	Application Support - LIMS	Richard Kurzban	Health	Low	Resolved	TTR Missed: No	5.76
INC000000596724	Glenna McClellan	Application	Error	Emergency Medical Services		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000596772	Joe Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000596799	Esther Munene	PC/Laptop	Error	None		TIR Missed: No	0.78
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.16
INC000000596850	Kim K Hadley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Health	Low	Resolved	TTR Missed: No	0.33
INC000000596945	Robert Satterfield	Network	Performance	None		TIR Missed: Yes	1.76
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.86

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INC000000596970	Shannon Skiles	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.03
INC000000597019	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.73
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.75
INC000000597069	Simon Bolivar	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000597113	Annalyn Beers	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000597119	Tamara Hampton	None	None	Ipads		TIR Missed: No	0.48
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	3.82
INC000000597260	Brenda Nelson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000597267	Brenda Nelson	Application	Error	Novell GroupWise		TIR Missed: No	0.36
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.20
INC000000597314	Bill R Hall	Application	Error	None		TIR Missed: No	0.22
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	3.39
INC000000597325	Kelly Banon	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000597352	Broc Christensen	Application	Error	None		TIR Missed: No	0.28
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.85
INC000000597361	Nancy Cheeney	None	None	None		TIR Missed: No	0.17
	Metro A Help Desk	Edward Fortner	Health	Low	Resolved	TTR Missed: No	0.61
INC000000597369	Karen M Smith	Application	Reporting	PGP		TIR Missed: No	0.83
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.27
INC000000597385	Terry Holden	PC/Laptop	Hardware	None		TIR Missed: No	0.57
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.21
INC000000597401	Sylvia Rigby	Telecom	Feature	None		TIR Missed: No	0.17
	Voice Operations	James Gifford	Health	Low	Resolved	TTR Missed: No	1.74
INC000000597407	Cyndee Brisk	Telecom	Dial Tone	None		TIR Missed: No	0.03
	Voice/Data/WAN Services	Mark Thomas	Health	Low	Resolved	TTR Missed: No	4.62
INC000000597413	Cyndee Brisk	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.76
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.76
INC000000597442	Cyndee Brisk	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000597479	John W Miller	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000597594	Barbara Brownell	Telecom	Feature	Telephone	TIR Missed: No	0.50
	Voice Operations	James Gifford	Health	Low Resolved	TTR Missed: No	1.57
INC000000597639	Cassandra Fairclough	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	2.81
INC000000597646	Annie Coyle	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	1.34
INC000000597742	Rex Goodman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000597754	Amy Oliver	Application	Error	Novell GroupWise	TIR Missed: Yes	1.14
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	1.29
INC000000597789	Cyndee Brisk	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	
INC000000597823	John Campbell	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	
INC000000597854	Carmen Dickson	Telecom	Hardware	Telephone	TIR Missed: No	0.33
	Voice/Data/WAN Services	Mark Thomas	Health	Low Resolved	TTR Missed: No	0.33
INC000000597874	Michelle Grossman	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Health	Low Resolved	TTR Missed: No	0.00
INC000000597879	Melissa Leak	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000597937	Anna Packer	Network	Error	None	TIR Missed: No	0.84
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	2.66
INC000000597954	Glenna McClellan	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000597956	Andy Ostler	Application	None	Action Request System	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Resolved	TTR Missed: No	0.00
INC000000598001	Andy Ostler	None	None	None	TIR Missed: Yes	1.07
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	1.07
INC000000598005	Julie Olson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.37
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.23
INC000000598178	Lisa Kane	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00

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INC000000598199	Tong Zheng	Application	Reporting	None		TIR Missed: No	0.42
	Metro D Hosting	Matt Hayden	Health	Low	Resolved	TTR Missed: No	2.83
INC000000598202	McKell Drury	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.77
INC000000598229	Jennifer Hofeling	Application	Error	Medicaid Managed Information :		TIR Missed: No	0.64
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.70
INC000000598241	Diana Rueff	Network	Performance	None		TIR Missed: No	0.58
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.29
INC000000598249	David Kinnick	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000598268	Chris Peper	Telecom	None	None		TIR Missed: No	0.28
	Voice/Data/WAN Services	Mike Johnson	Health	Low	Resolved	TTR Missed: No	0.82
INC000000598297	Lynne MacLeod	Application	Password	PGP		TIR Missed: No	0.48
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	1.45
INC000000598308	Lynn Startup	None	None	None		TIR Missed: No	0.32
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.43
INC000000598340	Gail Rapp	Application	Error	Novell GroupWise		TIR Missed: No	0.57
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.57
INC000000598431	Ruth Fullmer	Application	Password	Employee Gateway		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000598478	Jesika Connell	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000598560	Corina Pace	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.51
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.36
INC000000598602	Claudia Bohner	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.04
INC000000598607	Annette Matherly	Network	Password	None		TIR Missed: No	0.77
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.07
INC000000598668	Steve Phillips	Application	Password	Microsoft Windows 7		TIR Missed: No	0.76
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.20
INC000000598706	Brandon Callor	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.14
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.44
INC000000598709	Jenny Allred	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000598731	Cyndee Brisk Metro D Help Desk	Application Doug Brown	Error Health	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.39 0.39
INC000000598746	Nanette Waters Operations Production Control	Mainframe Duane Hardy	None Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.32
INC000000598748	Nanette Waters Operations Production Control	Mainframe Duane Hardy	None Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.30
INC000000598752	Nanette Waters Operations Production Control	Mainframe Duane Hardy	None Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.09 0.28
INC000000598754	Nanette Waters Operations Production Control	Mainframe Duane Hardy	None Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.08 0.23
INC000000598759	Nanette Waters Operations Production Control	Mainframe Duane Hardy	None Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.57 0.57
INC000000598836	Joe Mason Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598850	Susan Griffing Metro D Desktop Support	PC/Laptop Philip Henderson	Hardware Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.45 1.45
INC000000598853	Philip Harris Metro D Help Desk	Network Doug Brown	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000598859	Trever Ball Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598876	Darin Dennis Metro D Help Desk	Application Doug Brown	Error Health	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.13 0.23
INC000000598894	Barbara Godby Metro D Help Desk	None Doug Brown	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598896	Patrice Morley Metro D Desktop Support	PC/Laptop Michael Schmidt	Hardware Health	None Low	Resolved	TIR Missed: No TTR Missed: No	1.00 1.00
INC000000598933	Nanette Waters Operations Production Control	Mainframe Duane Hardy	None Health	BlueZone Low	Resolved	TIR Missed: Yes TTR Missed: No	1.40 1.41
INC000000598953	Susan Russell Metro D Help Desk	Mainframe John Robinson	Password Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598977	Julie Schrader Metro D Desktop Support	Application Tina West	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.29 1.29
INC000000599032	Melissa Dimond Metro D Help Desk	PC/Laptop Doug Brown	Performance Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000599063	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: No	0.34
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.34
INC000000599225	John W Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.47
INC000000599255	Amy Oliver	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000599280	Ronald Marsden	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.36
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.90
INC000000599286	Joshua Legler	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000599291	Brenda Ralls	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000599299	Brandon Callor	Server	None	None		TIR Missed: No	0.46
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.68
INC000000599340	Hoang-Cam Nguyen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	1.47
INC000000599394	Patrice Isabella	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.59
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.14
INC000000599446	Joseph B Petersen	Application	Password	PGP		TIR Missed: No	0.37
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.57
INC000000599458	April Pappas	Telecom	Feature	None		TIR Missed: No	0.32
	Voice/Data/WAN Services	Craig Thompson	Health	Low	Resolved	TTR Missed: No	1.35
INC000000599468	Linda Morris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.22
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	5.94
INC000000599498	Jonathan Anderson	Application	Error	None		TIR Missed: No	0.44
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	0.72
INC000000599555	Jade Hulse	Application	Error	None		TIR Missed: No	0.35
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.48
INC000000599619	Hoang-Cam Nguyen	Application	Error	Citrix ICA Client		TIR Missed: No	0.29
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	0.56
INC000000599625	Julie Moore	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000599637	Melissa Dimond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000599659	Carmen Dickson Metro D Help Desk	Mainframe John Robinson	Password Health	BlueZone Low		TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599663	Jennifer Critchley Metro D Desktop Support	PC/Laptop Eldon Jenson	None Health	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.44 2.68
INC000000599716	Jodee Baker Help Desk	Network Eileen Dubach	Error Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599728	Anna Fondario Metro D Help Desk	Network John Robinson	Error Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599810	Deborah Judd Rural North Desktop Support	Network Ruston McKay	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599826	Bryan Berry Metro D Help Desk	None Doug Brown	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599858	Adriana Moreno Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000599938	Irene Petrogeorge Metro D Help Desk	None Matthew Earl	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600186	Nanette Waters Operations Production Control	Application Duane Hardy	Password Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.29 0.33
INC000000600188	Drew Quinn Metro D Help Desk	Application Matthew Earl	Error Health	Medicaid Managed Care System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600206	Willow Greer Application Support - Oracle	Application Tony Hess	Error Health	Medicaid Managed Care System Low	Resolved	TIR Missed: No TTR Missed: No	0.66 0.66
INC000000600210	Linda Robinson Application Support - Oracle	Application Jill Everett	Error Health	Medicaid Managed Care System Low	Resolved	TIR Missed: No TTR Missed: No	0.48 1.23
INC000000600248	Wendy Peterson-Jones Help Desk	Network Eileen Dubach	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600249	Connie D Larsen Metro D Desktop Support	Application Eldon Jenson	Error Health	Avaya IP Softphone Low	Resolved	TIR Missed: No TTR Missed: No	0.24 3.13
INC000000600263	Kara Verner Voice Operations	Telecom Gail Christiansen	Coverage Path Health	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.09 1.55
INC000000600273	Hina Yazdani Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000600283	Tori Welling Rural North Desktop Support	Network Ruston McKay	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000600305	Jon Reid	Server	None	None		TIR Missed: Yes	1.69
	Database Services	Sandy Sheppick	Health	Low	Resolved	TTR Missed: No	1.99
INC000000600394	Maggie Chaney	Application	Error	Internet Explorer		TIR Missed: Yes	1.31
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.00
INC000000600400	Nancy Arbon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600484	Nanette Waters	None	None	None		TIR Missed: No	0.62
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.65
INC000000600533	Tom Hudachko	Application	Error	None		TIR Missed: No	0.23
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.65
INC000000600563	Nikki Loretz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600621	Judith Berry	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	2.00
INC000000600627	Jason Stewart	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.02
INC000000600637	Amber Sloan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600640	Robert Lo	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600648	Dennis Bang	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600649	Roger Price	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600672	Cheryl Gunnell	Application	Error	PGP		TIR Missed: No	0.15
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.54
INC000000600690	Charles Hawley	Application	Error	None		TIR Missed: No	0.56
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.73
INC000000600736	Nancy Arbon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600852	Brian Blake	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000600901	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.39
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.45

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INC000000600906	Jennifer Hofeling	Telecom	Call Management	Telephone		TIR Missed: No	0.09
	Voice Operations	James Gifford	Health	Low	Resolved	TTR Missed: No	0.20
INC000000600936	Hoang-Cam Nguyen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000601015	Nanette Waters	None	None	None		TIR Missed: No	0.24
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.65
INC000000601057	Kim Neerings	EIS Hardware	Printer	None		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.48
INC000000601061	Catherine Groseclose	PC/Laptop	Hardware	None		TIR Missed: No	0.28
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.89
INC000000601139	Joan Isom	None	None	None		TIR Missed: No	0.27
	Metro D Hosting	Donny Ford	Health	Low	Resolved	TTR Missed: No	0.63
INC000000601192	Wanda Gutierrez	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.18
INC000000601214	Cyndi Bemis	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000601324	Robert Satterfield	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.44
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.94
INC000000601344	Nanette Waters	None	None	None		TIR Missed: No	0.22
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.22